

Guidance & Care

Job Title: Administrative Assistant
Reports to: Director of Guidance & Care

Status: Part-Time / Non-Exempt
Hours: 28 Hours / Week

Job Purpose:

To assist the Guidance & Care Director and Executive Assistant in completing the administrative and logistical needs of the department; to minister to congregants and guests of Faith Chapel that are in need and/or experiencing crisis.

Essential Duties and Responsibilities:

- **Assist:** Assist the Guidance & Care ministry in all facets of care, crisis, and support. Assist in good stewardship of Financial Assistance funds by helping review and verify applicant information, and attend and participate in weekly committee meetings.
- **Administrative Support:** Warmly answer and direct phone calls, respond to inquiries in a timely manner and provide accurate, relevant information. Generate memos, emails, and reports. Effectively use church software applications to accurately:
 - Enter and update congregant data
 - Schedule classes and events, including room and equipment reservations, service requests, etc.
 - Request promotions and printed materials
 - Process and maintain volunteer applications, groups, attendance, etc.
- **Funerals:** Meet and care for families experiencing the loss of a loved one. Coordinate and participate in family meetings to prepare and plan for funeral services. Effectively obtain and communicate the needs and wishes of the family to officiating pastor, other staff and volunteers involved in conducting the funeral service. Coordinate volunteers and all logistical needs of the funeral and reception, working collaboratively with other departments to create a warm, welcoming environment family and guests. Receive memorabilia and floral arrangements; create display(s) prior to the service. Be available before and during the service to make sure everything flows smoothly and to tend to the family.
- **Pastor of the Day:** Serve in the Pastor of the Day rotation. Serving in this capacity requires creating a warm and welcoming opportunity for those coming in to the church to meet with you; provide a listening ear and Biblical guidance. Minister to those in need, provide financial applications and gather necessary information/documents from those seeking financial assistance. When appropriate, refer guests to outside organizations for assistance and/or professional help.
- **Women in Crisis:** Minister to women that are in crisis. Listen to their circumstances and give them Biblical guidance. As appropriate, refer to groups or classes, or refer to outside organizations or professionals.
- **Groups & Classes:** Prepare, plan and take care of the logistical details and needs of groups and classes. Procure curriculum and other necessary materials. As needs arise, assist in researching and suggesting new groups and classes. Identify possible leaders for groups and classes. Provide registration forms for upcoming groups and classes; coordinate with other departments for needs of groups and classes.
- **Volunteers:** Connect, recruit and train volunteers. Retain, encourage, and care existing for volunteers. Empower volunteers to serve and lead.

- Effectively manage workflow by prioritizing and ensuring that work is completed correctly and in a timely manner. Communicate and work cooperatively with the Director of Guidance and Care and the Executive Assistant to accomplish workload and goals of the department.
- Perform other duties as assigned by Director of Guidance & Care and/or the Executive Assistant.

Key Skill Areas:

- Works well both independently and as part of a team.
- Detail-oriented with a high level of accuracy.
- Relates well to a variety of different people and situations. Graciously treats all people with love and respect.
- Communicates effectively through both verbal and written communication.
- A proactive problem-solver; demonstrates the ability to work through problems and offer solutions.
- Proficient in Microsoft Outlook and Word; knowledgeable in computer usage, and able to learn church-specific software applications and procedures.
- Flexible and adaptable to change.
- A heart for and ability to minister to people in need, suffering, or experiencing crisis.

General Qualifications:

- Committed follower of Christ, growing in faith and personal relationship with Jesus.
- Passionate about Faith Chapel's mission and committed to the Lead Pastor.
- Demonstrates a strong work ethic, characterized by being team-oriented, task-focused, people-friendly, and self-motivated.
- Exhibits the desire to continually grow and improve.
- Maintains spiritual, moral, and physical standards pleasing to the Lord.

Physical Demands & Working Conditions:

Rare : 1-10% of work time, **Occasionally**: 11-33% of work time, **Frequently**: 34-66% of work time, **Continuously (C)**: 67-100% of work time

This position requires frequent to continuous repetitive motions, fingering, grasping, reaching, talking, and hearing; occasional standing and walking. Rarely, this position may require pushing up to 40 lbs, pulling up to 40 lbs, lifting up to 40 lbs, carrying up to 40 lbs.

The worker is required to have close visual acuity to perform activities such as preparing and analyzing data and figures; viewing a computer terminal; extensive reading, etc.

The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties, and skills of the personnel in this position(s).